



## Job Bulletin: Staff Services Manager II (Supervisory)

**Program:** California Victim Compensation Program: Claimant Assistance Section

**Time Basis:** Permanent/Full-Time

**Salary:** \$5,830 - \$7,245

**Final Filing Date:** September 11, 2015, or Until Filled

**Work Shift:** Monday through Friday from 8:00 a.m. to 5:00 p.m.

*Please follow all instructions in the "Who May Apply" and "How to Apply" sections below.*

### Department Summary

The Victim Compensation and Government Claims Board's (VCGCB) mission is to assure the rights of California victims of crime by providing responsive financial compensation through a stable Restitution Fund and afford those with claims against the State an opportunity to resolve those claims or proceed with other remedies in an efficient and effective manner. The VCGCB is a special funded department under the direction of the Government Operations Agency.

### Position Summary

Under the general direction of the Staff services Manager III, the SSM II plans, organizes and manages the activities of the Claimant Assistance Section, responsible for recommending reimbursement of losses on approved California Victim Compensation (CalVCP) claims. The benefits administered by the Benefit Determination Section and Customer Services section are critical to the Board's mission, values and business objectives.

### Essential Functions

Oversees the CalVCP Benefit determination Section (BDS) responsible for determining whether losses submitted against claimant applications are allowed under CalVCP guidelines and ensures that decisions are accurate, prompt, fair and consistent with pertinent laws, regulations and CalVCP policies. Provides guidance and leadership to ensure the Board's vision, mission goals and objectives are met.

Oversees the Customer Service Section (CSS) responsible for receiving and responding to complex customer inquiries and ensures that decisions and/or responses are accurate, prompt, fair and consistent with pertinent laws, regulations



and CalVCP policies. Oversees the dental Pre-Authorization process that is responsible for determining whether losses submitted against CalVCP applications are allowed under CalVCP guidelines and ensures that decisions are accurate, prompt, fair and consistent with pertinent laws, regulations, and Program policies.

Provides leadership, coaching and mentoring to subordinate Staff Service Manager I (4) and Associate Governmental Program Analyst (1). Evaluates the BDS inventory, tasks, reports and procedures to ensure efficient and effective workload management and implements changes as necessary. Recruits, hires and trains staff. Applies performance Standards in accordance with Employee Performance reviews and Balanced Scorecard goals. Prepares timely Individual Development Plans (IDP) and Probationary Performance reports. Counsels staff regarding job performance and initiates progressive discipline actions when appropriate in CAD.

Develops and executes overall program strategies, objectives and deliverables. Provides leadership, coordination and management oversight of the CalVCP, BDS and CSS. Works with executive management, management and staff to identify areas in need of new or revised procedures; determines alternatives, develops and identifies recommended strategies for potential policy change. Provides information, required reports and recommendations to CalVCP management and executive staff.

Develops and maintains key business partner relations with stakeholders including Victim/Witness Assistance, law enforcement, city and district attorneys, services providers and victim advocacy organizations. Provides information about the CalVCP and specific claim issues when representing the VCGCB. Educates stakeholders and claimants on CalVCP policy and represents CalVCP at conferences to the public, private sector other governmental agencies. Identifies obstacles affecting the delivery of services and develops alternatives to resolve issues. Ensures that effective communication strategies for employees, customers and stakeholders are implemented.

#### **Desirable Qualifications:**

Applicant must have proven leadership and management experience, strong working knowledge of the benefits administered under the CalVCP and is a visionary focusing on innovative and creative approaches to assist the organization with new ways of addressing and effectively resolving complex and sensitive governmental, supervisory and/or managerial problems. Experience overseeing a statewide program with a broad and diverse customer base. Experience formulating procedures, policies and program alternatives. The incumbent should possess strong written, analytical, communication, administrative, interpersonal skills, manager multiple priorities and work well under pressure.

#### **Special Personal Characteristics:**

- Experience in developing and conducting presentations in various formats to audiences of management and staff-level employees.



- Demonstrated ability to act independently and express open-mindedness, flexibility and tact.
- Knowledge of the principles and practices of employee supervision.
- Ability to motivate; work cooperatively with all levels in the organization; gain, as well as give, confidence and trust of others.
- Ability to express ideas and information in written and oral form clearly, accurately and in an organized manner.
- Interact successfully in a team environment.

### Who May Apply

Current State employees in the SSM II (Supervisory) classification or individuals eligible for appointment by way of list appointment, transfer, or reinstatement to the classification. Per SPB Rule 250, transfer candidates must meet the minimum qualifications (MQ) for SSM II or have successfully completed probation in the SSM II classification.

### How to Apply

Please submit a completed State Application (Std. 678). A Criminal Record Supplemental Questionnaire (CRSQ), a current resume, and cover letter explaining your eligibility and interest in this position are also desirable. It is the responsibility of the applicant to clearly identify how he/she meets the MQs. Applicants MUST submit a separate application package for each position they are applying for. Please note position number 040-220-4801-001 and RPA number 16-018 in the “examination(s)” section of the application. Application packages will be screened and only the most qualified candidates will be selected to interview. All information received is confidential and becomes the property of the VCGCB

- [State Application](#) (Std. 678)
- [Criminal Record Supplemental Questionnaire](#)
- [SSM II Minimum Qualifications](#)

### Submit Application Packages To

Victim Compensation and Government Claims Board  
Human Resources Section  
Deneen Becerril, Associate Personnel Analyst  
PO Box 48  
Sacramento, CA 95812-0048  
[deneen.becerril@vcgcb.ca.gov](mailto:deneen.becerril@vcgcb.ca.gov)

You may also submit your application electronically to: [vcgcb.hr@vcgcb.ca.gov](mailto:vcgcb.hr@vcgcb.ca.gov).

### Certification of Electronic Submissions

**Important** – please read before signing section on the first page of your examination/employment application (std. 678), which states:



"I certify under penalty of perjury that the information I have entered on this application is true and complete to the best of my knowledge. I further understand that any false, incomplete, or incorrect statements may result in my disqualification from the examination process or dismissal from employment with the State of California. I authorize the employers and educational institutions identified on this application to release any information they may have concerning my employment or education to the State of California."

Applications submitted electronically will be considered certified by the applicant. Applicants may be asked to sign their application at a future date.

#### **Equal Opportunity Employment Notice**

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.

*Position subject to State Restriction of Appointment and Re-employment List requirements.*